



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 958

DATE: October 19, 2010

TO: All Iowa Medicaid Providers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Non-Emergency Medical Transportation (NEMT) Claims

Earlier this year, the Iowa Medicaid Enterprise (IME) contracted with TMS Management Group to help satisfy non-emergency medical transportation needs for Medicaid members. Beginning October 1, 2010, the TMS transportation broker is responsible for all parts of the non-emergency medical transportation (NEMT) program, including reimbursement.

To access the service, Members call TMS when there is a need for non-emergency medical transportation, such as transportation for a doctor visit or therapy treatments. Members should contact TMS 72 hours prior to the appointment through a call center located in Des Moines at 1-866-572-7662. Details are also available at <http://www.tmsmanagementgroup.com/iowa/>.

Providers should be aware of this transportation brokerage for Members and understand that you may be asked to sign a mileage reimbursement trip log and claim form (form number 470-0386) that verifies the actual medical appointment and location, should an NEMT reimbursement claim be presented to you to sign. This is the same form and process that has always been used for this purpose and nothing has actually changed for providers; only the coordination and reimbursement process (for Members) has changed.

Members who have any questions should be directed to TMS at the number above or to the general Member Service call center at: 1-800-338-8366 (in Des Moines 256-4606).

Note: School based, maternal health, and screening center transportation services remain the same.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or locally (in Des Moines) at 256-4609, or e-mail at imeproviderservices@dhs.state.ia.us.